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PATENT

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Date: October 14, 2004

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Sherry Duncan Bitler

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

## RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action of 8/19/04, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 4 of this paper.